

OUTCOME MAP

Making a Plan

An outline map is a tool to construct before having a hard conversation. Abrams says that, “...you must be able to articulate the professional behavior that is lacking and be able to explain the gap between what someone was asked to do professionally and what is currently happening” (p. 45). In Chapter 5, she constructs a template for constructing an outline to guide the conversation. Excerpts from the chapter follow.

[Watch the Video](https://www.youtube.com/watch?v=etBf6HzRGWQ) <https://www.youtube.com/watch?v=etBf6HzRGWQ>

1. What is the **presenting problem**? This can be articulated by using the language and addressing a specific behavior. You should paraphrase the problem and get it into clear, concise statement.

2. What is the **tentative outcome**? You should articulate the solution concretely. What would you like to see happening instead of what is currently happening (existing state to desired state)?

What is your best outcome?

3. What are the **desired behaviors** you'd like to see and hear? What specific and measurable things would you like to see or hear when the problem is solved? Keep the statements focused on behaviors one can see, hear and repeat.

